

# SCREENING CONNECTIONS FOR LTSS SCREENERS

May 12, 2020

Presented by the Division for Aging and Disability Services



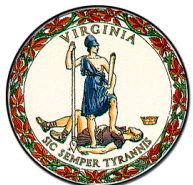
## PRESENTING TODAY: RAMONA SCHAEFFER & DENA SCHALL

Provides technical assistance with  
the Screening Assistance Mailbox:

[ScreeningAssistance@dmass.Virginia.gov](mailto:ScreeningAssistance@dmass.Virginia.gov)

# TODAYS CONVERSATION

- Updates and Reminders
- Hot Topic: ePAS User Log-In
- Questions and Answers



# Q: Will this PowerPoint be available after this call?

☐ Yes

<http://www.dmas.virginia.gov/#/longtermprograms>

☐ Choose tab SCREENING FOR LTSS at the top

# Updates and Reminders

- COVID-19 and LTSS Screenings
- Physician Training
- Resources



# Updates

## Governor Order 58 Exemption

- An official DMAS Memo outlining the allowable practices related to the LTSS Screenings during Covid19 will be released soon



**Until the Official DMAS Memo is released, ALL LTSS Screenings are to continue as required**

# Updates

## COVID19 Guidelines for Hospitals and CBTs

- Obtain verbal consent from the individual or authorized representative for the DMAS-97 Individual Choice form when two LTSS screeners/individuals verify the response.
- Both witnesses should sign the DMAS-97 indicating the individual's verbal choice, and this form should be maintained with the individual's case record. The original form should be sent to the selected provider and copy retained in the individuals chart.

Community Based Teams are currently conducting telephonic screenings per COVID19 instructions.

**Individuals must be given a choice!**

# Reminders

## Physician Training Available



- **It is available:**  
<https://medicaidtsstraining.partnership.vcu.edu/intromodule/intro.html>
- Physicians can take the entire LTSS Screening training, Modules 1-4 **or Module 5**
- Final Due Date has not been determined.



# Reminders



## LTSS Screening Training as a Resource

- Use the online Medicaid LTSS Screening training as a resource for your Screening questions. It includes Q&As and other resource documents.
- Most of the questions we receive via Screening Assistance are covered in the training.
- **The training is always available. Review modules by entering “User” as ID and “ltss” as password**

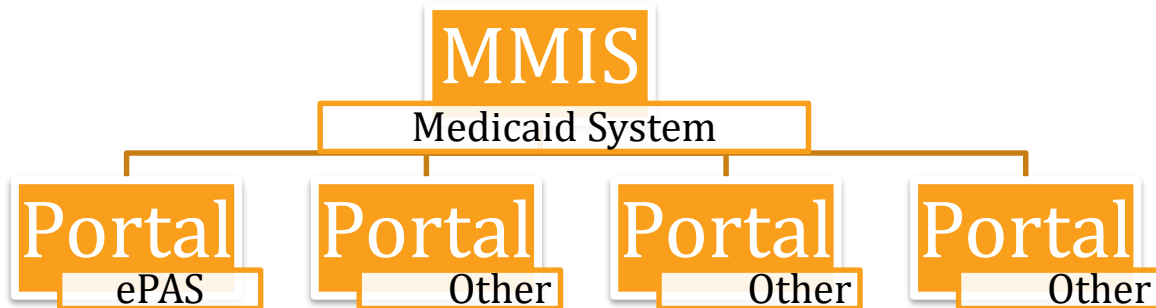


# HOT TOPIC

## E-PAS User Log-In Review and Issues

### Overview and background

- e-PAS is a portal on the (VA-MMIS) Virginia Medicaid Management Information System
- There are multiple portals on MMIS and the access requirements for each are the same





# HOTTOPIC

## E-PAS User Log-In Review and Issues

### Overview and background cont-

- Each Medicaid Provider (ex. Hospitals, CBTs, & Service Providers) has to register for MMIS access using their NPI or API.
- Each Provider (and their staff within) may use the MMIS access for different purposes (ex. Medicaid Billing, LTSS Screening, Level of Care Reviews for service providers)
- Some may have registered more than one NPI (Hospitals) or registered a NPI and an API (LHD-one for Medicaid billing and one for Screening).
- All Hospitals and CBTs should already be registered unless they have a new NPI/API.



# HOT TOPIC

## E-PAS User Log-In Review

### Management of MMIS/Portal accesses:

- Each provider (your facility) and their Administration should have established a systematic process for maintaining these secure accesses
- Knowing your NPI/API used for Screenings at your facility and who your internal contacts are for these accesses are very important to your screening role





# HOTTOPIC

## E-PAS User Log-In Review

- **e-PAS SECURITY ROLES**
- **ACCESS & LOG-IN ERROR MESSAGES**





# HOTTOPIC

## ePAS SECURITY ROLES

ePAS has three associated security roles:

- **Primary Account Holder (PAH):** only one
- **Organization Administrator (OrgAdmin):** multiple
- **Authorized Staff-PAS (AuthStaff-PAS):** multiple

# HOTTOPIC

## e-PAS SECURITY ROLES



### Primary Account Holder (PAH): only one

- Only one required and assigned for every organization via the NPI/API; it is established at the time a new organization registers for MMIS.
- Once a PAH is established it can **only** be changed via the new PAH Change policy (completing some forms).
- If an organization knows that their PAH is going to be leaving the role, a new replacement should be initiated ahead of time.
- Note that for the CBT localities-LDSS and LHD, Conduent (Mickey Ortiz ) serves as the Primary Account Holder. Hospitals will have an internal Primary Account Holder assigned who could be overseeing other aspects of the business not just screenings.

# HOTTOPIC

## Primary Account Holder can:

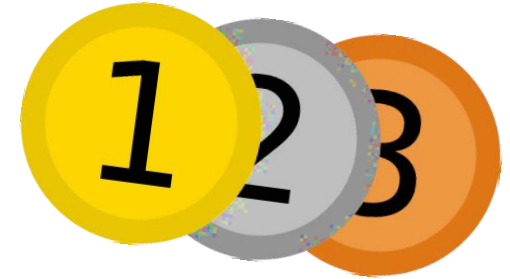
- Conduct User Maintenance
- Set up Organization Administrators and regular Authorized Staff-PAS users for their organization
- Change roles for any user (making them either a Org Admin or AuthStaff-PAS user)
- **Reset passwords for any user (Only PAH can perform this function)**
- Activate and/or deactivate any user
- Unlock any User ID
- Access to **ALL** secured provider functionality including access to ePAS **AND** other provider functionality (not needed for ePAS)

**A PAH role by default can do all functions and needs no other security role.**



# HOTTOPIC

## e-PAS SECURITY ROLES



### Organization Administrator (OrgAdmin)

- Organizations can have as many as needed to support their organization's business needs. At least two are recommended.
- Added to an existing organization by either a PAH or another Organization Administrator.
- Tiers up to the PAH.
- If you know that the person in this role is leaving, plan ahead for a replacement.

# HOTTOPIC

## Organizational Administrator Set Up:

### Recommendation:

- At least two OrgAdmins (primary and a backup) for each organization or (NPI/API) to ensure user maintenance for the ePAS screeners.



Community Based Teams-localities, should have at least two per LDSS and LDH (based on the size of your locality).

# HOTTOPIC

## Organization Administrators can:

- Conduct User Maintenance
- Can set up other Organization Administrators and regular Authorized Staff-PAS users for their organization
- Change roles for any user (making them either a Org Admin or regular AuthStaff PAS user)
- Can activate and/or deactivate any Organization Administrator or Authorized Staff-PAS user
- Can unlock any Organization Administrator and other regular Authorized Staff-PAS User IDs
- Access to **ALL** secured provider functionality including access to ePAS **AND** other provider functionality (not needed for ePAS)

**OrgAdmin needs no other security role. The OrgAdmin and the PAH have pretty much the same functionality. The only difference is that an OrgAdmin cannot see a PAH in the View/Edit User lists and an OrgAdmin cannot reset any user's password.**

# HOTTOPIC

## e-PAS SECURITY ROLES



### Authorized Staff–PAS users

- Organizations can have as many as needed to support the LTSS Screening Process.
- Added to an existing organization by either a PAH or Organization Administrator.
- Tiers up to the Organization Administrators.

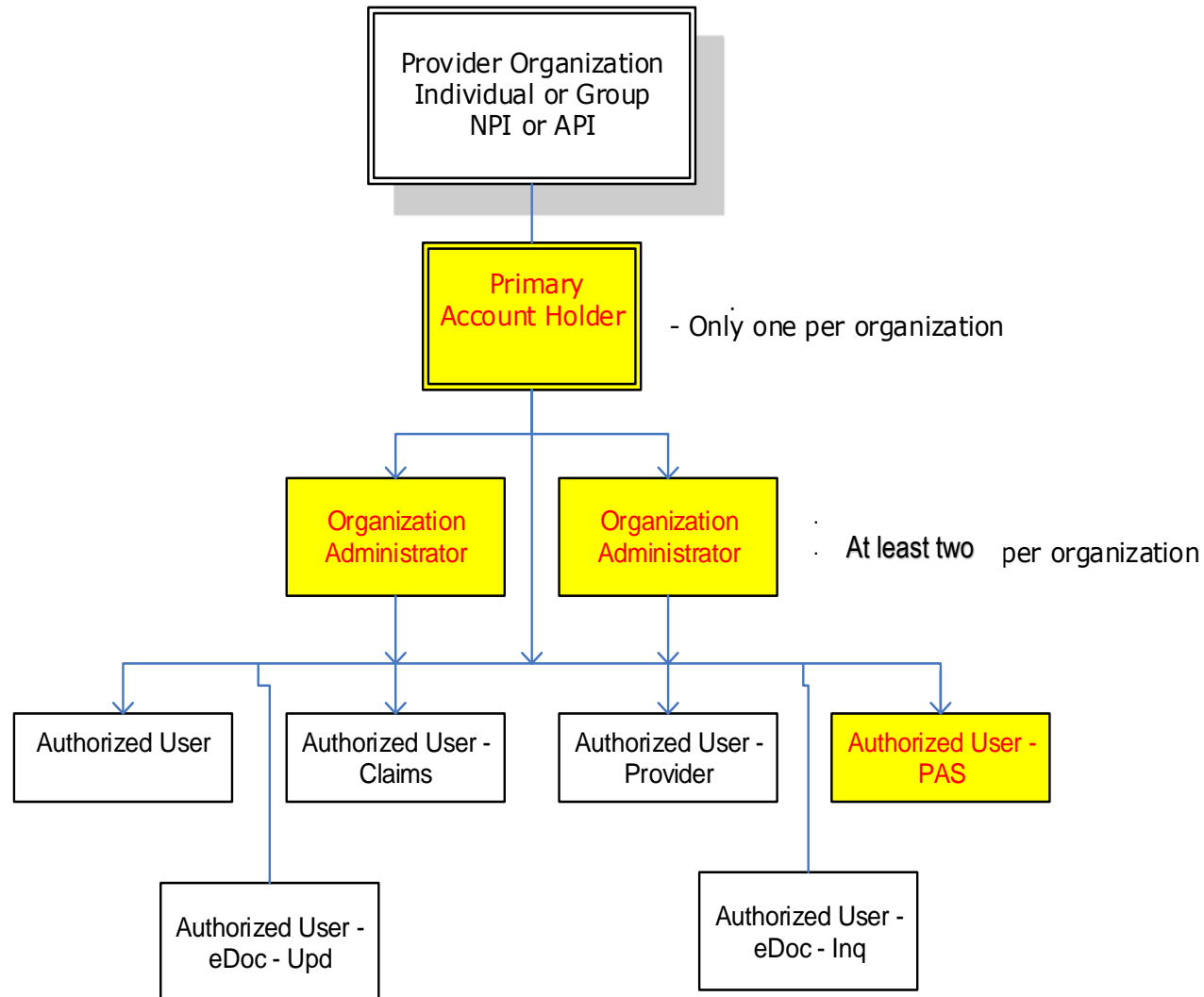
# HOTTOPIC

## LTSS Screening Authorized Staff-PAS User can:

- Submit LTSS screenings



# SECURITY ROLE STRUCTURE



# HOTTOPIC

## Roles, Responsibilities, and Issues:

- The PAH and Org Admin roles are responsible for adding new users and **removing** those that are no longer with their organizations to prevent unauthorized use.



Unfortunately this has not been happening so new system processes have been added at DMAS.

# HOTTOPIC

## New Automatic Sweeps for clean up

- **After 90 days of no activity, the user will be deactivated.**  
Users that are deactivated will still display in the PAH and OrgAdmins View/Edit User list and can be reactivated by either one.
- **After 120 days of no activity, the user will be removed**  
from the system and will only be able to be added again via the Add New User function by the PAH or OrgAdmin.
- It's strongly suggested that a user log in periodically to keep from being deactivated.



# HOTTOPIC

## Log on issues and possible resolutions:

When logging into the portal, various errors might be presented:

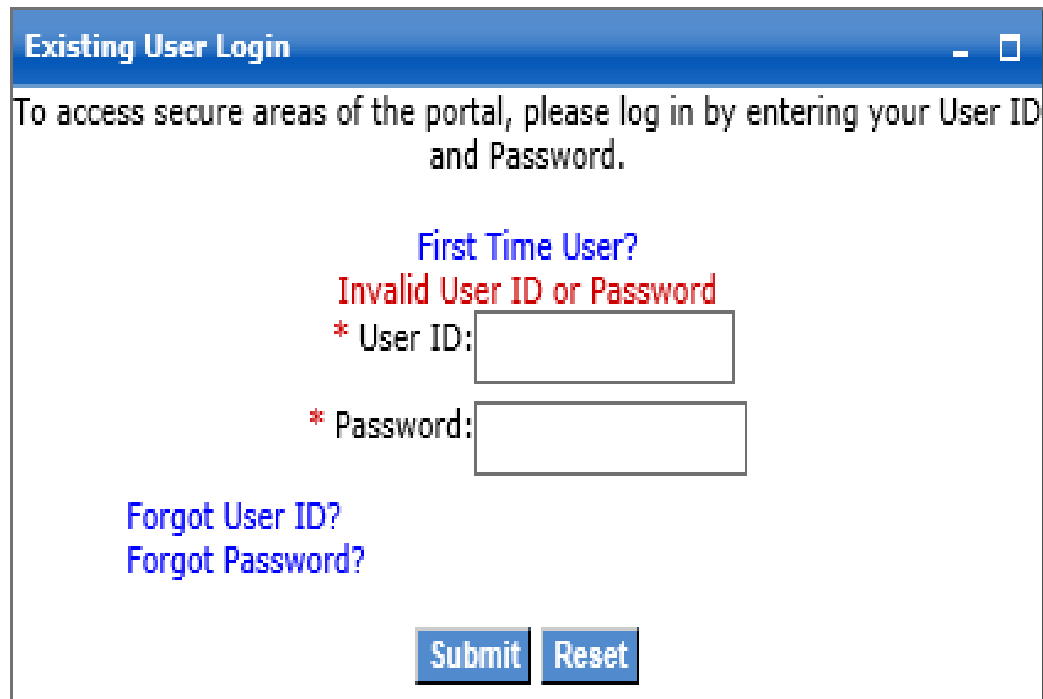
- Invalid ID/Password/Forgot Password Link
- Locked Account
- Deactivated Account



# HOTTOPIC

## Invalid ID/Password and Forgot Password:

- Message seen on an active account if they forgot their User ID or Password **prior to locking their account-1<sup>st</sup> or 2<sup>nd</sup> attempt**



The screenshot shows a web application window titled "Existing User Login". The window has a blue header bar with the title and standard window controls. Below the header, the text reads: "To access secure areas of the portal, please log in by entering your User ID and Password." Below this, there is a link "First Time User?" in blue. A red error message "Invalid User ID or Password" is displayed. Below the error message, there are two input fields: "\* User ID:" and "\* Password:". At the bottom left, there are two links: "Forgot User ID?" and "Forgot Password?" in blue. At the bottom center, there are two buttons: "Submit" and "Reset".

Existing User Login

To access secure areas of the portal, please log in by entering your User ID and Password.

[First Time User?](#)

Invalid User ID or Password

\* User ID:

\* Password:

[Forgot User ID?](#)  
[Forgot Password?](#)

# HOTTOPIC

## Invalid ID/Password and Forgot Password

### Resolution:

- If the user can't remember their password, then they can click the 'Forgot Password' link in the lower left hand corner of the portlet.
- If the user no longer remembers the answers to their security questions, **then the PAH will need to reset their password** (*This is the only function that the OrgAdmin can not perform*).

# HOTTOPIC



## Do a check:

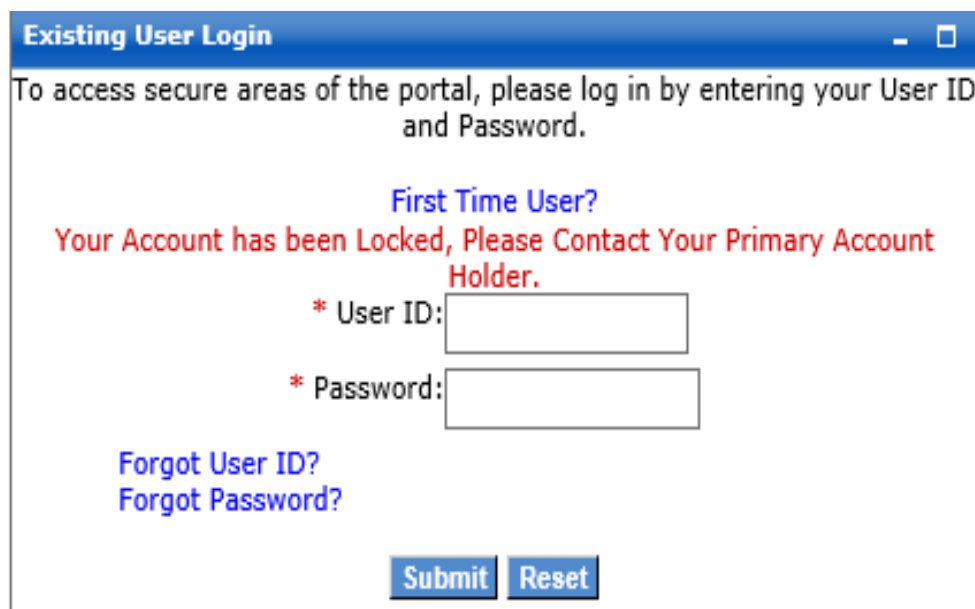
**Do I know what my security questions & answers are if I were to forget my password or have password issues?**

To update or review your Security Q&As go to 'Change Security Profile' link under the Quick Links on the left on the home page after logging on; it will display the questions and answers.

# HOTTOPIC

## Locked Account:

- If the user tries to log on **unsuccessfully three times** with an invalid id/password, the account will automatically **lock**. If the user's account is locked they will see this message below:



The screenshot shows a web browser window titled "Existing User Login". The window contains the following text and elements:

- Header: Existing User Login
- Instruction: To access secure areas of the portal, please log in by entering your User ID and Password.
- Link: [First Time User?](#)
- Message: **Your Account has been Locked, Please Contact Your Primary Account Holder.**
- Form fields:
  - \* User ID:
  - \* Password:
- Links: [Forgot User ID?](#) and [Forgot Password?](#)
- Buttons: [Submit](#) and [Reset](#)

# HOTTOPIC



## Locked Account:

### Resolution:

- The OrgAdmin or PAH can unlock any users in their organization.
- The OrgAdmin/PAH would see an 'Unlock' button on the user's profile when selected from View/Edit User (and the OrgAdmin/PAH will see the User Status of 'Locked' listed)

Unlocking the account does not change/reset the user's password. Once the account is unlocked the user can log in with their existing password. If they no longer remember their password or security questions then the PAH will have to reset the users password.

# HOT TOPIC

## PAH/OrgAdmins Unlock Function:

**ViewEditUsers**

\* Required Field

**View / Edit User**

Please enter the following information about the user you would like to edit.

User ID: [REDACTED]

User Status: Active, **Locked**

NPI: [REDACTED]

Last Login: 02/21/2020

Password Expires: 04/06/2020

Prefix \* Last Name \* First Name MI Suffix

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

\* Phone / Ext \* Email

8045551212 [REDACTED] [REDACTED]

☐ Restrict Access to Provider's Mail

☒ Restrict Access to eDocMgmt

\* What roles will this user have in the organization?

| Available                   |    | Selected                  |
|-----------------------------|----|---------------------------|
| AuthorizedStaff             | -> | OrganizationAdministrator |
| AuthorizedStaff - Claims    | -> |                           |
| AuthorizedStaff - LTC       | -> |                           |
| AuthorizedStaff - PAS       | -> |                           |
| AuthorizedStaff - Provider  | -> |                           |
| AuthorizedStaff - eDoc - In | -> |                           |
| AuthorizedStaff - eDoc - U  | -> |                           |

Cancel Reset Deactivate **Unlock** Reset Password Save

# HOTTOPIC

## Deactivated Account:

- If a user has not logged onto the portal in **90 days** (up to 120 days), the user's account will be deactivated.
- Accounts can also be manually deactivated by the OrgAdmin or PAH if needed.

ePAS user would see this message:



The screenshot shows a web browser window titled "Existing User Login". The main text reads: "To access secure areas of the portal, please log in by entering your User ID and Password." Below this, there is a link "First Time User?". A red message states: "Your account has been Deactivated. Please contact your Organization Administrator." Below the message are two input fields: "\* User ID:" and "\* Password:". At the bottom left, there are links "Forgot User ID?" and "Forgot Password?". At the bottom right, there are two buttons: "Submit" and "Reset".



# HOTTOPIC

## Deactivated Account:



### Resolution:

- The OrgAdmin or PAH can activate any users in their organization.
- The OrgAdmin/PAH would see an 'Activate' button on the user's profile when selected from View/Edit User and the OrgAdmin will see the User Status of 'Inactive' listed

# HOT TOPIC

## PAH/OrgAdmins Activate Function:

**ViewEditUsers**

**\* Required Field**

**View / Edit User**

Please enter the following information about the user you would like to edit.

User ID: ksmid2

**User Status: InActive**

NPI: [REDACTED]

Last Login: 06/12/2012

Password Expires: 07/27/2012

Prefix \* Last Name \* First Name MI Suffix

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

\* Phone / Ext \* Email

[REDACTED] [REDACTED]

☐ Restrict Access to Provider's Mail

☒ Restrict Access to eDocMgmt

\* What roles will this user have in the organization?

| Available                   |    | Selected        |
|-----------------------------|----|-----------------|
| AuthorizedStaff - Claims    | >> | AuthorizedStaff |
| AuthorizedStaff - LTC       | >  |                 |
| AuthorizedStaff - PAS       |    |                 |
| AuthorizedStaff - Provider  | <  |                 |
| AuthorizedStaff - eDoc - In | << |                 |
| AuthorizedStaff - eDoc - U  |    |                 |
| OrganizationAdministrator   |    |                 |

Cancel Reset **Activate** Reset Password Save

# HOTTOPIC

## Locked and Deactivated:



### Multiple user issues:

- The user can have a combination of a locked and deactivated account, which the OrgAdmin or PAH would see in the 'User Status: Inactive, Locked' and would see the 'Activate' and 'Unlock' buttons. They would need to perform both those functions to get the user going again.

## Community Based Teams-ePAS Log-In Issues

| PROBLEM   | WHO TO CONTACT  |
|---|---|
| Forgot User ID/Password (1 <sup>st</sup> or 2 <sup>nd</sup> attempt)  | Use the "Forgot User ID/Password" link under Portal login. It will take you to your security questions. <b>If you can't remember your Q&amp;A, then you will need to contact Screening Assistance for PAH to reset password at:</b><br><a href="mailto:ScreeningAssistance@dmass.virginia.gov">ScreeningAssistance@dmass.virginia.gov</a>   |
| Need for <b>UNLOCK</b> (user tried to unsuccessfully log on 3 times). | <b>Organizational Administrator</b><br>If the Organizational Administrator is not available then contact <b>Web Support Helpline at 866-352-0496</b> (must indicate a need for UNLOCKING a locked account and <b>OrgAdmin</b> is unknown).<br><br>*If you can't remember your Password <b>and</b> security questions, then you will need to contact <b>Screening Assistance for PAH to reset password at:</b><br><a href="mailto:ScreeningAssistance@dmass.virginia.gov">ScreeningAssistance@dmass.virginia.gov</a> |
| If your Password was Reset by DMAS-PAH                                | Once DMAS-PAH resets your Password and you have accessed the portal, PLEASE go to the 'Change Security Profile' link under the Quick Links on the <b>left</b> on the home page after logging on and review your security questions to prevent future issues. You can update the questions, answers or just review.  |
| Need for <b>REACTIVATION</b> (did not log in within 90 days)          | <b>Organizational Administrator</b><br>If the Organizational Administrator is not available then send to <b>Web Support Helpline at 866-352-0496</b> or Screening Assistance can assist at:<br><a href="mailto:ScreeningAssistance@dmass.virginia.gov">ScreeningAssistance@dmass.virginia.gov</a>   |
| If you are the <b>OrgAdmin</b> and are experiencing issues            | Web Support Helpline at 866-352-0496 or<br><a href="mailto:ScreeningAssistance@dmass.virginia.gov">ScreeningAssistance@dmass.virginia.gov</a>   |

\*ePAS set for ALL localities (local DSS and VDH) must use the locality API. NOT billing NPI.

**All account logins that have not had any activity within a 90-day period will be automatically de-activated.**  
**All account logins that have not had any activity within a 120-day period will be deleted.**

| Hospital Screening Team-ePAS Log-In Issues   |  |
|--|--|
| PROBLEM  | WHO TO CONTACT   |
| Forgot User ID/Password (1 <sup>st</sup> or 2 <sup>nd</sup> attempt)                     | Use the "Forgot User ID/Password" link under Portal login. It will take you to your security questions. If you can't remember your Q&A, then you will need to contact your PAH to reset your password. If you are unable to locate them contact- <a href="mailto:ScreeningAssistance@dmas.virginia.gov">ScreeningAssistance@dmas.virginia.gov</a>  |
| Need for <b>UNLOCK</b> (user tried to unsuccessfully log on 3 times).                    | <p><b>Organizational Administrator</b><br/>If the Organizational Administrator is not available then contact your PAH. If you are unable to locate your PAH then contact <b>Web Support Helpline at 866-352-0496</b> but you must indicate a need for UNLOCKING a locked account and <del>OrgAdmin</del> PAH is unknown.</p> <p>*If you can't remember your Password and security questions, then the PAH role in your organization is the only one who can assist you with resetting your password.</p> |
| If your Password was Reset by your PAH   | Once your PAH resets your Password and you have accessed the portal, PLEASE go to the "Change Security Profile" link under the Quick Links on the left on the home page after logging on and review your security questions to prevent future issues. You can update the questions, answers or just review.  |
| Need for <b>REACTIVATION</b> (did not log in within 90 days)                             | <p><b>Organizational Administrator</b><br/>If the Organizational Administrator is not available then contact your PAH. If your PAH is not available then contact <b>Web Support Helpline at 866-352-0496</b> or Screening Assistance at: <a href="mailto:ScreeningAssistance@dmas.virginia.gov">ScreeningAssistance@dmas.virginia.gov</a></p>  |
| If you are the Primary Account Holder or <del>OrgAdmin</del> and are experiencing issues | <p>Web Support Helpline at 866-352-0496</p> <p>All requests to change/update a provider's Primary Account Holder must be submitted via <b>paper submission only</b> using the "PAH" form. The DMAS Provider Helpline will no longer be able to make changes to a primary account holder's information. The "PAH" forms have been updated and are available at: <a href="http://www.viriniamedicalid.dmas.virginia.gov">http://www.viriniamedicalid.dmas.virginia.gov</a>.</p>                            |

All account logins that have not had any activity within a 90-day period will be automatically ☐ activated. All account logins that have not had any activity within a 120-day period will be deleted.

# HOTTOPIC

## Review and Tips:

- Know who your PAH and OrgAdmins are for ePAS access
- Have a system to replace PAH and/or OrgAdmins when they leave their role
- Maintain at least two OrgAdmins to prevent issues and delays
- Keep your NPI/API, User name, Password, and Security Q&As recorded in a secure location for reference
- Make sure to log in intermediately (before 90 days) to prevent getting deactivated.

# HOTTOPIC

## Review and Tips Continued:

- Temporary passwords that are issued are only good for 24hrs if not used then it will expire and a new one will have to be generated
- Check your “SPAM” folder if you didn’t get an email with temporary password
- OrgAdmins and PAHs should check to make sure that they have current email addresses for users
- ePAS User Guide is available on the Portal under Provider Resources Tab-Pre Admission Screening User Guide

# Question and Answers

Do you have a question?



*Questions are the path to learning*



# Who to Contact Regarding Medicaid LTSS Screening Issues?

